

## **Appendix N: Glossary of Terms**

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**ABT Management Team** – Chaired by the ABT Program Sponsor and responsible for ABT Program implementation with membership including the Chief Information Officer, Director of the Office and Management and Budget, Assistant County Executive and the Deputy Program Sponsor.

**ABT Operations and Change Management Committee** – Chaired by and advises the ABT Program Manager. The committee consists of the ABT Deputy Program Sponsor, Department of Executive Services division directors and representative from the Office of Information resources and Management and the Office of Management and Budget.

**ABT Program** – Accountable Business Transformation Program is the project to facilitate the adoption of a new business model that will deliver new efficiencies and more effective services to King County residents. The ABT Program will develop and implement countywide best practices for the county's financial, human resources, payroll, benefits and budget business processes.

**ABT Program Sponsor** – Provides the ABT Program leadership, advocates commitment from other elected officials, directs executive department program compliance and supervises the Program Sponsor.

**ABT Advisory Committee** – Chaired by the ABT Program Sponsor and advisory to the ABT Program Management Team. Membership includes the Chief Information Officer, Director of the Office and Management and Budget, the Assistant County Executive, ABT Deputy Program Sponsor and six members consisting of high-level staff appointed by each separately elected official.

**ACH** – Automated Clearing House.

**ADA** – Americans with Disabilities Act.

**Applicant Pool** – A group of candidates whose qualifications have been evaluated utilizing job-related criteria.

**Applicant** – A person who has submitted a completed employment application for an advertised position within the publicized recruiting time period, and in the prescribed format.

**BHIP** – Benefits Health Information Project

**Bi-weekly Pay Period** – Biweekly Pay Period: One of two County pay cycles. The Bi-weekly cycle begins at 12:01 a.m. on every other Saturday and ends 14 consecutive days later at midnight, Friday. Employees are paid every other Thursday.

**Branding** – a proprietary visual, emotional and cultural image surrounding an organization. Can be viewed as “A promise to the customer” and defines how an organization acts as well as what and how it communicates.

**Business Process** – A set of logically related business activities that combine to transform inputs into outputs (products, information, services) that support outcomes desired within the Vision, Mission and Goals of the organization.

**Case Study** - An intensive, detailed description and analysis of a single project or program in the context of its environment.

**Candidate** – An applicant who has met the qualifications and has successfully passed the required examination for a classification.

**Chart of Accounts** – A classification coding structure within which users record financial transactions to meet external and management financial reporting needs.

**Classification Specification** – A document that identifies a job classification by title and describes the characteristic responsibilities and work of positions within the classification.

**Creative Brief** – A planning form that gives a brief description of the project and outlines the objectives, audience, and assumptions. The document details the creative concept the team will use moving forward and maintains the project scope.

**Compensatory Time** – Time off granted with pay in lieu of pay for work performed either on an authorized overtime basis or work performed on a holiday which is normally scheduled as a day off. Such compensatory time shall be granted on the basis of time and one-half.

**Dashboard Reporting** – Reporting of summary information using charts, graphs or "gauge" type formats.

**DIP** – Detailed Implementation Plan.

**Direct Deposit** – The employee's net pay is automatically transmitted into the employee's bank account on payday.

**Discharge** – An involuntary termination of employment.

**Discipline** – Suspension, discharge, demotion, reduction in rank or pay, written reprimand, or other actions as determined to be appropriate by the Human Resources Director for disciplinary purposes.

**DYE Report**– The Quantifiable Business Case– Accountable Business Transformation Report prepared by DYE Management on July 16, 2004.

**EDI** – Electronic Data Interchange.

**EEO** – Equal Employment Opportunity.

**EFT** – Electronic Funds Transfer.

**Electronic Funds Transfer (EFT)** – Methods of transferring cash within the banking system that do not require a check or other written document.

**Employee** – Any person who is employed in a career service position or exempt position.

**Encumbrance** – Commitment of appropriated funds to purchase an item or service. To encumber funds means to set aside or commit funds for a specified future expenditure. A purchase order is the most common commitment encumbrance.

**Enewsletter** – an electronic mail delivered periodically that is a published work containing news and announcements on a specific subject or topic, typically with a small circulation.

**ERP** – Enterprise resource plan is a software that integrates departments and functions across an organization into one computer system. ERP runs off a single database, enabling various departments to share information and communicate with each other. ERP systems comprise function-specific modules designed to interact with the other modules, e.g. Accounts Receivable, Accounts Payable, Purchasing, etc.

**Evaluated Receipt Settlement (ERS)** – A payment validation methodology that matches purchase order information with goods receipt information as a basis for issuing a payment; also known as “two way match.” Vendor invoice is not required to make a payment as in a “three way match. Often uses automated electronic funds transfers to make the payment.

**Exempt Employee** – An employee who is employed in a position that is not a career service position under Section 550 of the Charter. Exempt employees serve at the pleasure of the appointing authority.

**Exempt Position** – Any position excluded as a career service position by Section 550 of the charter. Exempt positions are positions to which appointment may be made directly without a competitive hiring process.

**External Advisory Committee** – Comprised of private sector and non-county sector members experienced in the implementation of enterprise resource planning systems such as Finance, Human Resources and Budget systems, as an advisory group to the ABT Leadership Committee and to the ABT Program Manager.

**Fact Sheet** – An overview document of facts about an organization.

**FAQ** – Frequently asked questions, a list of questions and answers to the questions.

**Fixed Assets** – Assets of long-term character that are intended to continue to be held or used, such as land, buildings, machinery, furniture and other equipment.

**FLSA** – Fair Labor Standards Act– This is a federal law that governs, among other things, overtime calculations, minimum wage and record-keeping requirements for employers.

**FMLA** – Family Medical Leave Act.

**FTE** – Full-Time Equivalent.

**Full-time Regular Employee** – An employee employed in a full-time regular position and, for full-time career service positions, is not serving a probationary period.

**Full-time Regular Position** – A regular position which has an established work schedule of not less than 35 hours per week in those work units in which a 35 hour week is standard, or of not less than 40 hours per week in those work units in which a 40 hour week is standard.

**Fund** – A Chart of Accounts element representing an independent fiscal and accounting entity with a self-balancing set of accounts recording cash and other financial resources, together with all related liabilities and changes in these assets and liabilities.

**GAAP** – Generally Accepted Accounting Principles. Uniform minimum standards for financial accounting and recording, encompassing the conventions, rules and procedures that define accepted accounting principles.

**Gossett Ordinance** – Guidelines on employees working in temporary staff positions, salary placement and special duty pay.

**Grievance** – An issue raised by an employee relating to the interpretation of rights, benefits, or condition of employment as contained in either the administrative rules or procedures, or both, for the career service.

**HCM** – Human Capital Management.

**HLBP** – High Level Business Plan.

**HLDP** – High Level Design Plan.

**HR** – Human Resources.

**HRMS** – Human Resources Management System.

**Human Resource Service Delivery Manager (SDM)** – A position assigned to oversee and monitor the human resource management practices in executive agencies. The senior SDM reports directly to the Human Resources Division Director.

**iProcurement** – Web based functionality that allows users to create requisitions for goods and services using “shopping cart” features with an internal or external catalog.

**Internet** - An electronic communications network that connects computer networks and organizational computer facilities around the world.

**Intranet** - A network that is contained within an enterprise. It may consist of many interlinked local area networks and also use leased-lines in the wide-area network. The main purpose of an intranet is usually to share an organization’s information and computing resources among employees.

**Issue Management Plan** – Describes how issues that impact the scope, budget and schedule to the ABT Program will be identified, reported and recorded. The plan has a form for reporting issues and the reporting format for recording issues. The ABT Program Office is responsible for maintaining the issue tracking database and for generating reports.

**KCFML** – King County Family Medical Leave.

**Key Performance Indicators (KPI)** – Financial and non-information metrics used to quantify objectives and evaluate organization performance.

**KSAs** – Knowledge, skills and abilities.

**Lag Period** – Time between pay period end and payday.

**Layoff** – A reduction in force due to lack of work, lack of funds, or considerations of efficiency.

**Leave Without Pay** – Any absence of an employee from duty without compensation.

**MSA** – Management System of America– One of two County Payroll Systems implemented at the County is 1974. The system pays 60 percent of employees on a semi-monthly basis.

**MSS** – Manager, self-service.

**Newsletter** – A printed periodically published work containing news and announcements on some subject, typically with a small circulation.

**OHSA** – Occupational Health and Safety Act.

**Open Enrollment** – Annual time of year when employees can change their benefit elections for the upcoming calendar year.

**Part-time Employee** – An employee who is employed in a part-time position. Under Section 550 of the charter, part-time employees are not members of the career service.

**Part-time Position** – An other than a regular position in which the part-time employee is employed less than half time, that is less than nine hundred ten hours in a calendar year in a work unit in which a thirty-five hour work week is standard or less than one thousand forty hours in a calendar year in a work unit in which a forty-hour work week is standard, except as provided elsewhere in (KCC Chapter 3.12).

**Part-time Regular Employee** – An employee who is employed in a part-time regular position and, for part-time career service positions, is not serving a probationary period. Under Section 550 of the charter, such part-time regular employees are members of the career service.

**Part-time Regular Position** – A regular position in which the part-time regular employee is employed for at least nine hundred ten hours but less than a full-time basis in a calendar year in a work unit in which a thirty-five hour work week is standard or for at least one thousand forty hours but less than a full-time basis in a calendar year in a work unit in which a forty-hour work week is standard.

**Pay Range** – One or more pay rates representing the minimum, maximum, and intermediate steps assigned to a classification.

**PDA** – Short for *personal digital assistant*, a handheld device that combines computing, telephone/fax, Internet and networking features.

**PeopleSoft**– One of two County Payroll Systems. The system pays 40 percent of employees on a bi-weekly basis.

**Personnel File/Personnel History File** – A file containing employment-related documentation that is accumulated for each employee, including regular, temporary, and term-limited temporary employees.

**PERTEC** – System used by County Data Entry Staff to enter HR and payroll transactions into MSA and ARMS.

**POL** – Payroll on Line– System developed by King County staff to help agencies record time worked information from employees.

**Position Competencies** – Position knowledge, skills and abilities; educational requirements; professional requirements e.g. certifications, licenses etc.

**Position** – A group of current duties and responsibilities assigned by competent authority requiring the employment of one person.

**Press Release** – A public relations announcement issued to the news media and targeted publications for the purpose of letting the public know of an organization's developments.

**Probationary Employee** – An employee serving a probationary period in a regular career service position. Probationary employees are temporary employees and excluded from career service under Section 550 of the charter.

**Promotion** – The movement of an employee to a position having a higher maximum salary.

**QBC Report** – The DYE Report– The Quantifiable Business Case– Accountable Business Transformation Report prepared by DYE Management on July 16, 2004.

**Recall** – The reemployment of a former employee, within the prescribed time, who was laid off because of a reduction in force.

**Reclassify** – Reassigning the classification of a position based on significant changes in the position's difficulty, tasks, duties, and/or responsibilities, or because of an amendment to the classification plan. Reclassifications may result in a higher, lower, or same pay range.

**Regular Employee** – An employee in a regular position.

**Regular Position** – A position established in the county budget and identified within a budgetary unit's authorized full time equivalent (FTE) level as set out in the budget detail report.

**Rehire** – The reemployment of a former employee who voluntarily resigned or was laid off and not recalled within the prescribed time.

**Resignation** – The voluntary termination of employment.

**Retirement** – Withdrawal from active service with a retirement allowance as provided by RCW 41.40.010(24). An employee who retires as a result of length of service is one who is eligible, applies for, and begins drawing a pension benefit from LEOFF, PERS or the City of Seattle Retirement plan (for county employees who were formally grandfathered continued participation in that plan) immediately upon terminating county employment.

**SAC Strategic Advisory Council** – Chaired by the County Executive and is comprised of elected officials from all county agencies and representation from the private and public sectors. This countywide committee is an advisory committee to the County Executive.

**Salary or Pay Rate** – An individual dollar amount which is one of the steps in a pay range paid to an employee based on the classification of the position occupied.

**Semi-monthly** – Semi-monthly Pay Period: One of two County pay cycles. Employees are paid twice a month, on the 5<sup>th</sup> and 20<sup>th</sup>. The pay period length varies from pay period to pay period. For example at the end of February the pay period is only 13 days long. At the end of March the pay period is 16 days long; The pay periods are the first of the month to the 15<sup>th</sup> of the month and from the 16<sup>th</sup> of the month to the last day in the month.

**Separation** – Removal from a position or termination of employment as a result of disability release, discharge, resignation, retirement, reduction in force, or death.

**SharePoint** -- A Microsoft brand for software that enables a Web site to provide document and information sharing. It provides templates for setting up an Intranet Web site so that workgroups can share documents, calendars, announcements and postings.

**Short-term Temporary Employees** – Employees who generally work less than six months, and in any calendar year work less than 910 hours in a work unit with a 35 hour work week, or 1040 hours in a work unit with a 40 hour work week. The 910/1040 hours threshold applies to the cumulative total of time worked as a temporary employee, regardless of movements between departments or divisions.

**Side System** – Any System that is required by the Dept/Agency to support ABT business processes. Especially those directly integrated by system interface or by other data dependency, and may also include any Excel spreadsheets, Access database or other third party software application.

**SME** – Subject matter experts are designated representatives from countywide agencies to represent their area of finance, human resources, payroll, benefits and budget to the ABT Program and a conduit to their staff.

**Tagline** - A statement that succinctly defines or represents an organization's mission.

**Temporary Employee** – An employee employed in a temporary position and in addition, includes an employee serving a probationary period or is under provisional appointment. Under Section 550 of the charter, temporary employees shall not be members of the career service.

**Temporary Position** – A position that is not a regular position as defined in [KCC Chapter 3.12] and excludes administrative intern. Temporary positions include both term-limited temporary positions as defined in [KCC Chapter 3.12] and short-term (normally less than six months) temporary positions in which a temporary employee works less than nine hundred ten hours in a calendar year in a work unit in which a thirty-five hour work week is standard or less than one thousand forty hours in a calendar year in a work unit in which a forty hour work week is standard, except as provided elsewhere in [KCC Chapter 3.12].

**Termination** – Separation of employment as a result of discharge, resignation, retirement, reduction in force, or death.

**Term-limited Temporary Employee** – A temporary employee who is employed in a term-limited temporary position. Term-limited temporary employees are not members of the career service.



**Term-limited Temporary Position** – A temporary position with work related to a specific grant, capital improvement project, information systems technology project or other non-routine, substantial body of work, for a period greater than six months.

**Three Way Match** – a payment validation methodology that matches purchase order information, goods receipt and vendor invoice information as a basis for issuing a payment.

**Time Capture** – Collecting employee worked and non-worked time.

**Timekeeper** – County staff responsible for collecting employee time.

**Transfer** – The movement of a career service employee from one position to another position which has the same or comparable job classification and pay.

**Web Based** – An application (such as PeopleSoft Time Entry) that is accessed with a Web browser over a network such as the Internet or an intranet.

**Work Authorization** – General Ledger code class that captures costs for internal or external billing.

**Work Week** – A fixed period of 168 hours (7 consecutive 24-hour periods). The employer establishes the workweek. It may begin on any day of the week and at any hour of the day. Under FLSA, a workweek is 40 hours long with no daily hour limit.

**WorkFlow** – A set of routing rules to move transactions or documents through required sequential business process steps. Most often used for approval routing.